



Indoor Sales

Job Purpose

Responsible for providing excellent customer service and reaching targeted figures by promoting the company's image and ensuring customer satisfaction and retention

Perform duties in accordance with Malia Group policies and procedures

Duties and Responsibilities

On Sales

- Reach POS weekly/monthly target and maintain ranking standard
- Handle the opening, closing of the shop and maintain work area in a clean and organized manner
- Maximize volume and value of sales while dealing with customer
- Optimize stock management and ensure healthy stock levels (replenish stock level, items transfer, daily count...)
- Report important sales rotation, daily sales activities, raised complaints, store activities...
- Create and update POS clients' database
- Participate in management meetings and take responsibility for sales improvement initiatives

On Customer Service

- Ensure excellent customer service (consultancy, customer complaints handling, returns...)
- Conduct post sales follow-up (call customers to ensure satisfactory result after use of product) and any sales calls to customers (call to inform about sale periods)
- Provide recommendations regarding the improvement of customer sales and retention tools



On Compliance

-Abide by invoicing procedure of assigned POS, adequate storage, shelving and visibility

On Branding

-Contribute in the brand's marketing activities (suggest ideas to boost sales while maintaining expenses within budget)

Education:

Undergraduate, Technical Degree or equivalent Diploma

Experience:

1 to 2 years of experience in retail fashion sales

Contact details

To apply, please send your CV to hr@joinmalia.com



Job Description – Receptionist

Job Purpose

Responsible for welcoming Malia Group guests and handling all incoming communications & mail

Perform duties in accordance with Malia Group Policies and Procedures

Duties and Responsibilities

- Greet and welcome visitors in a friendly and polite manner and inform concerned member of their arrival
- Maintain and continuously update the “Visitors’ Log Sheet” to keep record of visitors entering the premises
- Monitor and ensure that the reception area is kept neat and clean at all times
- Enter new phone numbers on the Malia Group Directory application on Lotus Notes
- Dispatch internal and external mail and ensure delivery to concerned
- Handle the internal announcements emails (Birthdays, newborns, lost & found, car removal etc.)
- Support on cashier and customer service duties at Malia Store
- Contact candidates and handle the interview scheduling process in a timely and professional manner
- Handle the HR database updates on system (Lotus/Website)

Education

Bachelor Degree in Business Administration or equivalent



Experience

1 to 2 years of experience in a similar position